From:	Townsend, MarkS
Sent:	Friday, September 1, 2017 2:42 PM
To:	Ragon, Derek
Cc:	Shyu, Maggy
Subject:	RE: M6H1 P540 FW: M6H1 - Harvey response: IMT mailbox time stamps

I need these requests for service to go to epacallcenter@epa.gov and not to me personally. This is region6 policy for all service requests. That email is seen as R6 and the ticket is created in R6 queue. You can email to make a ticket anytime. I and other techs may or may not be here. Maggy is not part of the Helpdesk team.

I added Nick to ENL.
I will work on the adding another mailbox later.

Mail Rules are customizing the mailbox and owners can look at options in OWA vis Settings/mail/then mail on the let view and Inbox and Sweep Rules.

Mark S Townsend
Task Lead / Help Desk Support Services Specialist Team Spry, a contractor for EPA Region6 Dallas TX
214-665-8103

-----Original Message-----
From: Ragon, Derek
Sent: Friday, September 01, 2017 1:47 PM
To: Townsend, MarkS <Townsend.MarkS@epa.gov>
Cc: Shyu, Maggy <Shyu.Maggy@epa.gov>
Subject: Re: M6H1 P540 FW: M6H1 - Harvey response: IMT mailbox time stamps

Maggy/Mark,

Please add the following: R6HarveyREOC_ENVL@epa.gov

Please enable access to this box and R6HarveyENVL@epa.gov for Nick Stone. He will need to send messages as well as receive them, in both of these boxes.

Next item: can a mail rule be created that automatically copies anything sent from any incident mailbox to the HarveyInfo mailbox?

Please advise.

Thanks,

Derek

Sent from my iPad

> On Sep 1, 2017, at 1:31 PM, Townsend, MarkS <Townsend.MarkS@epa.gov> wrote:
>
> I got O365 to fix time zones but now I cannot hit a mailbox to verify.

>
> Please check a few.
>
> Mark S Townsend
> Task Lead / Help Desk Support Services Specialist Team Spry, a
> contractor for EPA Region6 Dallas TX
> 214-665-8103
>
> -----Original Message-----
> From: Ragon, Derek
> Sent: Friday, September 01, 2017 10:41 AM
> To: Townsend, MarkS <Townsend.MarkS@epa.gov>
> Cc: Shyu, Maggy <Shyu.Maggy@epa.gov>
> Subject: Re: M6H1 P540 FW: M6H1 - Harvey response: IMT mailbox time
> stamps
>
> Mark,
>
> Problem reported by Darrin Larsen, using PIO mailbox from out here on OWA.
>
> Thanks,
>
> Derek
>
> Sent from my iPhone
>
>> On Sep 1, 2017, at 8:48 AM, Townsend, MarkS <Townsend.MarkS@epa.gov> wrote:
>>
>> Please, going forward, email break/fix to epacallcenter@epa.gov to cause a helpdesk ticket to be created.
>>
>> I need specific name and information as we have over 20 mailboxes now for Harvey.
>>
>> Mark S Townsend
>> Task Lead / Help Desk Support Services Specialist Team Spry, a
>> contractor for EPA Region6 Dallas TX
>> 214-665-8103
>>
>> -----Original Message-----
>> From: Ragon, Derek
>> Sent: Thursday, August 31, 2017 6:42 PM
>> To: Shyu, Maggy <Shyu.Maggy@epa.gov>; Townsend, MarkS
>> <Townsend.MarkS@epa.gov>
>> Subject: M6H1 P540 FW: M6H1 - Harvey response: IMT mailbox time
>> stamps
>>
>> Maggy/Mark,
>>
>> Can we investigate this and fix? It is important to get this correct.
>>
>> Please advise.
>>
>> Thanks,

>>
>> Derek
>>
>> P. Derek Ragon
>> SF Information/Logistics Manager
>> USEPA R6   Dallas, TX 75202
>> ofc: (214) 665-7362
>> mob: (214) 463-9041
>>
>>
>> -----Original Message-----
>> From: Larson, Darrin
>> Sent: Thursday, August 31, 2017 6:18 PM
>> To: Ragon, Derek <Ragon.Derek@epa.gov>
>> Subject: M6H1 - Harvey response: IMT mailbox time stamps
>>
>> The time stamps on the emails sent from the IMT mailboxes are way off. Is there any way to fix this so that we can tell when things were really sent?
>>
>> Sent from my iPhone